

Testimony for Connecticut General Law Committee
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Mr. Chairman, Members of the Committee, and invited guests, my name is Dustin Brighton, Sr. Mgr. of Government Relations for eBay. eBay is the World's Online Marketplace™, with over 89 million active users worldwide who choose from a variety of categories for goods.

Tickets & Experiences is one such category – one of the most popular and dynamic marketplaces on eBay. In 2007, eBay expanded its tickets business by buying Stubhub.com, one of the largest tickets marketplaces that offers industry-leading customer protections. People from all across the country visit eBay and Stubhub to buy and sell tickets that are in high demand. eBay and Stubhub's open and transparent marketplaces, where buyers can see all available inventory, ensure that buyers have the widest choices and sellers get the best price. In 2009 alone over 14 million tickets were sold on eBay and StubHub in the US for concerts, performances and sporting events. We believe that the majority of these tickets were sold at or below face value and our research shows that eBay and StubHub ticket sellers in large part are individuals who end up with more tickets than they can use and want to try to recoup at least some of their costs.

The overwhelming majority of eBay and StubHub ticket transactions occur without any problems, the seller receiving payment and the buyer receiving a legitimate ticket in a timely fashion. For those very few transactions that are not quite so seamless, eBay and StubHub have several effective consumer protection programs in place. These are designed to protect a buyer who never receives the ticket he bought, receives it too late to use it, receives an invalid ticket, or receives the wrong ticket.. For example, if a citizen of the state of Connecticut buys a ticket on StubHub and one of these problems occurs, StubHub deploys a process which first tries to get the buyer into the event, and if that's not successful, guarantees the buyer 100% of his money back.

Fans should be Protected

Despite the benefits of open and transparent tickets marketplaces (such as consumer protections and the ability to get a great selection of tickets up until the time of the event), a few entrenched primary ticket sellers advocate eliminating the open secondary market for tickets. A fan's ability to transfer or resell a ticket on any exchange at a price the market will bear should be preserved. This

legislation, HB 5228, assists in that preservation thereby granting guaranteed access to high demand events and providing choice for a consumer on where to resell or transfer their purchased ticket.

In addition we at eBay and millions of consumers in this country believe there should be increased transparency with regard to the number of tickets that are available for an event and where the tickets for that event are actually being distributed. An informed consumer is an empowered consumer.

The provisions of HB 5228 that ensure a consumer will be able to resell or transfer a ticket without restriction or interference assists in fostering competition on the secondary market. The fan who purchases a ticket views this ticket as his or her property to do with it as he or her wishes – use it, gift it, or sell it, and the ability to freely exchange the ticket is the core of the open marketplace.

In short we believe any venue, sports team, primary or secondary ticket seller – including any fan -- should be able to sell tickets on online marketplaces offering consumer protections free from any market restriction. The passage of this legislation would assist with providing that opportunity.

On behalf of the 100 StubHub employees that work at our Customer Support facility in East Granby and the over 580,000 eBay users located in Connecticut we appreciate the opportunity to have a voice here today.

Thank You.